

ASX release

19 October 2022

Medibank cyber incident update

Today Medibank Group has received messages from a group that wishes to negotiate with the company regarding their alleged removal of customer data.

This is a new development and Medibank understands this news will cause concerns for customers and the protection of their data remains our priority.

Medibank is working urgently to establish if the claim is true, although based on our ongoing forensic investigation we are treating the matter seriously at this time.

As a health company providing health insurance and health services, Medibank holds a range of necessary personal information of customers.

Medibank systems have not been encrypted by ransomware, which means usual activities for customers continues.

Medibank will continue to keep our customers updated.

As a result of this, Medibank has entered into a trading halt, to ensure that it meets its continuous disclosure obligations. The trading halt will continue until further notice.

We continue to work with specialised cyber security firms and have advised the Australian Cyber Security Centre (ACSC).

Our ongoing response to safeguard our networks and systems may cause necessary temporary disruptions to our services.

Investigations are ongoing and Medibank will continue to provide regular updates.

Medibank and ahm customers can contact us by phone (for ahm customers 13 42 46 and for Medibank customers 13 23 31) or visit the information page on the website for any updates.

Medibank CEO David Koczkar said:

“I apologise and understand this latest distressing update will concern our customers.

“We have always said that we will prioritise responding to this matter as transparently as possible.

“Our team has been working around the clock since we first discovered the unusual activity on our systems, and we will not stop doing that now.

“We will continue to take decisive action to protect Medibank customers, our people and other stakeholders.”

This announcement has been authorised for release by The Board.

For further information please contact:

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